



Actuarial & Employer Services Branch
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November 14, 2007

AGENDA ITEM 5

TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION COMMITTEE

- I. SUBJECT:** Employer Customer Inquiry Performance Measures
- II. PROGRAM:** Actuarial and Employer Services Branch
- III. RECOMMENDATION:** For Information Only
- IV. ANALYSIS:**

As a result of the Performance Management Project, Employer Services Division will begin reporting performance measures for the Employer Customer Inquiry process. Attached are the FY 2007-2008 1st Quarter Employer Customer Inquiry Dashboards and Summary Report.

The Summary Report is provided as Attachment A. The dashboard reports are provided as Attachment B.

V. STRATEGIC PLAN:

The performance measurements described in the attachments are directly aligned to the CalPERS strategic goals.

VI. RESULTS/COSTS:

There are no costs associated with this item.

Lori McGartland, Chief
Employer Services Division

Kenneth W. Marzion
Assistant Executive Officer
Constituent Relations

Attachments